

Limited Warranty

All warranty benefits apply to the original owner only. Warranty cannot be transferred or assigned.

1 YEAR (FROM DATE OF PURCHASE): Alorair warrants the dehumidifier will operate free of defects in workmanship and materials. At its discretion, Alorair will repair or replace any malfunctioning components, free of charge (excluding transportation costs)

3 YEARS (FROM DATE OF PURCHASE): Alorair warrants the refrigeration circuit (compressor, condenser and evaporator) will operate free of defects in material or workmanship. At its discretion, Alorair will replace defective parts, including factory labor or refrigerant. This does not include transportation.

5 YEARS (FROM DATE OF PURCHASE): Alorair warrants the compressor, condenser, and evaporator will operate free of any defects in material or workmanship. At its discretion, Alorair will repair or replace the defective parts. This does not include labor, transportation, or refrigerant.

CUSTOMER RESPONSIBILITIES: In order to take advantage of the warranty service, the customer must do the following:

1. Customer must provide normal care and maintenance (including, but not limited to cleaning filters, coils and pumps)
2. Removal and re-installation of unit is the sole responsibility of owner.
3. If customer cannot return unit to certified repair center, all costs associated with freight shipment are borne by the customer. In addition, all duties related to freight shipments, including but not limited to palletizing, wrapping, labeling, and pickup are associated with customer.
4. If shipped, customer is responsible for all risk of loss or damage.

AlorAir Warranty Steps:

1. Once receive the goods, customers must log in www.alorair.com to fill out the warranty Registration form and submit to AlorAir company. We will receive your purchasing and installation information and save it.
If no warranty registration is sent to us, warranty period will begin the day the shipment left the warehouse. Please be sure to record serial # and date of installation. You will need this information to receive the RA number.
2. If warranty service is necessary, customers must contact Alorair Tech Support by sales@alorair.com or local technical service phone to receive a Return Authorization (RA number). Once an RA has been issued, customers should bring the unit to a certified repair center. AlorAir will arrange the shipping to bring the unit back to the Alorair warehouse (at the expense of the customers) if customers are not available.
3. After the unit has been received by Alorair (whether at a repair center or the warehouse), Alorair will have an initial inspection. If it is determined to be invalid warranty claim (see exclusions below), customers have to pay for all associated repair costs and shipping costs for units repair.
4. Customers can pick up the unit after repair at their own expense for shipping. Units will have a rigorous testing before sending it back to customers.
5. If the unit can no longer be fixed, and it is in the warranty period and determined to be valid claim, we will ship the customer a new unit within the same year warranty from the date of replacement.
6. After parts are repaired or replaced by AlorAir, the original warranty period continues to apply until it meets its deadline. No extensions to the original warranty period.

Limited Warranty Exclusions

EXCLUSIONS:

DAMAGE DUE TO THE FOLLOWING IS NOT COVERED UNDER WARRANTY

1. ACTS OF NATURE- INCLUDING BUT NOT LIMITED TO:

- FLOODING
- FIRE
- WATER DAMAGE
- HURRICANE/STORM DAMAGE

2. IMPROPER USAGE- INCLUDING BUT NOT LIMITED TO:

- POOL/SPA/TUB APPLICATIONS
- MISUSE, ABUSE, OR TAMPERING WHETHER INTENTIONAL OR ACCIDENTAL
- IMPROPER INSTALLATION OR DESIGN
- IMPROPER VOLTAGE
- LACK OF NORMAL CARE
- FAILURE TO FOLLOW INSTRUCTIONS

3. CORROSION

4. FREEZING

5. ANY ADDITIONAL COSTS DUE TO CHANGES IN LAWS OR BUILDING CODES

6. FREIGHT CHARGES

7. ANY COSTS DUE TO LOST PROFIT OR DELAY

8. DAMAGE TO PROPERTY

9. CAUSE BEYOND CONTROL

10. CONSUMABLE PARTS, INCLUDING BUT NOT LIMITED TO:

- FILTERS
- BATTERIES
- POWER CORDS
- VALVES
- SWITCHES
- RUBBER PARTS

11. DIRECT, INDIRECT, COLLATERAL OR INCONSEQUENTIAL DAMAGES OF ANY KIND

THE WARRANTIES AND LIABILITIES SET FORTH ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, IN LAW OR IN FACT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. Alorair's total liability, regardless of nature of claim shall not exceed original purchase price of the product if a product or component is replaced while under warranty, the applicable warranty period shall not be extended beyond the original warranty time period.

The foregoing shall constitute the total liability of seller in the case of defective performance of all or any of the equipment or services provided to buyer. buyer agrees to accept and hereby accepts the foregoing as the sole and exclusive remedy for any breach or alleged breach of warranty by seller.

Any dishonesty or fraud in connection with Alorair warranty thoroughly voids all warranty policies. Alorair expressly reserves the right to pursue legal action in the event of dishonesty, fraud, or attempted fraud.